Section 5.3b - Menu of Services (by Commercial SSP).xls
(Please contact SSP for details)

Service Offering	Commercial SSPs				
	BearingPoint	**CGI**	**Deloitte**	**DSG**	**Oracle**
Technology Hosting and Administration					
IT Infrastructure Software Supported					
Operating system(s)	Linux, Mainframe, UNIX, NT	Microsoft, Unix, Linux	All		Linux, UNIX
Database management system(s)	Informix, Oracle, Sybase, IMS, SQL, etc…	Oracle, SQL	All		Oracle
Middleware software	Websphere, TIBCO, WebMethods, BEA Web Logic, etc…	WebLogic, Tuxedo	All		Oracle
IT Hosting					
Hardware					
Hardware procurement	x	x	x		Oracle On Demand
Hardware installation (and testing)	x	x	x		Oracle On Demand
Hardware upgrades (and testing)	x	x	x		Oracle On Demand
Power backup redundancy	x	x	x		Oracle On Demand
Network					
Network management (within center)	x	x	x		Oracle On Demand
Network monitoring (within center)	x	x	x		Oracle On Demand
Network redundancy	x	x	x		Oracle On Demand
Continuity Planning					
Full system backups and restores	x	x	x		Oracle On Demand
Mirrored site	thru business partners	x	multiple		Oracle On Demand - Co Springs
Site Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x		Oracle On Demand
Site DRP and COOP testing	x	x			Oracle On Demand
IT Administration Services					
Infrastructure Software Management (i.e. operating system, communications, database, middleware) (usually included in IT Hosting)					
Infrastructure software setup, configuration (and testing)	x	x	x		Oracle On Demand
Infrastructure software patch installations (and testing)	x	x	x		Oracle On Demand
Infrastructure software maintenance (upgrades) (and testing)	x	x	x		Oracle On Demand
Server and Database Administration					
Server administration and performance tuning	x	x	x		Oracle On Demand
Administration of separate environments for testing, training, development	x	x	x		Oracle On Demand
Job Scheduling (non-application-specific)	x	x	x		Oracle On Demand
Database administration and performance tuning	x	x	x		Oracle On Demand
Data replication	x	x	x		Oracle On Demand
Database backups	x	Nightly incremental, weekly full or as required for alternate RPO	customer-dependent		Oracle On Demand - daily to disk, weekly to tape, total system backup
Continuity Planning					
DRP and COOP plan for IT infrastructure administration	x	x	x		Oracle On Demand
DRP and COOP testing for IT infrastructure administration	x	x	x		Oracle On Demand
IT Security Services					
Setup and maintenance of network security software (often included as part of IT Hosting)	x	x	x		Oracle On Demand
Setup and maintenance of server/operating system security software (often included as part of IT Hosting)	x	x	x		Oracle On Demand
Setup and maintenance of database security software (often included as part of IT Hosting)	x	x	x		Oracle On Demand
Security monitoring of network	x	x	x		Oracle On Demand
Security monitoring of server/operating system	x	x	x		Oracle On Demand
Security monitoring of database	x	x	x		Oracle On Demand
Intrusion detection and response	x	x	x		Oracle On Demand
Computer security training as required by FISMA	x	x	x		Oracle On Demand
Security control audits	x	x	x		Oracle On Demand
Systems certification and assessments	x	x	x		

Service Offering	Commercial SSPs				
	BearingPoint	CGI	Deloitte	DSG	Oracle
Security Administration					
Network User IDs and password resets	x	x	x		Oracle On Demand - Configurable Service offering
Server User IDs and password resets	x	x	x		Oracle On Demand - Configurable Service offering
Database User IDs and password resets	x	x	x		Oracle On Demand - Configurable Service offering
Customer Support Services					
Tier 1 Support	x	x	x		-Oracle On Demand (non standard service) -Metalink is a standard service support eBusinessSuite 11i10 -Customer Connection is a standard service to support Enterprise Financial Management)
Tier 2 Support	x	x	x		Oracle On Demand
Tier 3 Support	thru SW provider	x	x		Oracle On Demand
Help desk hours	24/7	staffed 24x7, hours of operations are tailored to meet service levels for each customer	customer-dependent		24x7x365
Technical support hours	24/7	24x7x365	customer-dependent		24x7x365
Call logging	x	x	x		Oracle On Demand
On-line customer support	x	x	x		Oracle On Demand
Incident management	x	x	x		Oracle On Demand
Network Services	**thru business partners**				
Able to arrange for network services to hosting center	"	x	x		Oracle On Demand Configurable Services Offering
Network management (from hosting center to agency)	"	x	x		Oracle On Demand Configurable Services Offering
Network monitoring (from hosting center to agency)	"	x	x		Oracle On Demand Configurable Services Offering
Application Management Services					
Financial Application Software Supported					
Financial management software	Oracle, SAP, JD Edwards, PeopleSoft, Lawson, Savantage	Momentum	Oracle, SAP, PeopleSoft	DSG - iCore and IFMIS	Oracle E-Business Suite On Demand
Years supporting financial management software listed above	60 years	10 yrs	20+	11 years	5
Web enabled financial management software	x	x	x	DSG - iCore	x

Service Offering	Commercial SSPs				
	BearingPoint	**CGI**	**Deloitte**	**DSG**	**Oracle**
Reporting software	Business Objects, Hyperion, Oracle Discoverer, SAP	Data Warehouse, Business Objects, Hyperion	All products	Hyperion	Oracle (eBusiness Suite 11i10 uses Discoverer, XML Publisher) (Enterprise Financial Management Solution version 8.9 uses Discoverer, PS Query, Crystal, SQR, nVision, XML Publisher)
Ad-hoc reporting capabilities available to users	x	x	All products	x	Yes
Application availability	24/7	24x7x365	customer-dependent	24/7	24/7
Interfaces Supported					
Operation of custom interfaces	x	x	x	x	
eLearning	x	Awaiting info from SSP			yes
eTravel	NGIT, Carlson & EDS	x		FMIS, Travel Manager	ESC delivers a GovTrip Interface
Travel Advance Offset	x	x		FMIS, Travel Manager	
ePayroll	NFC, GSA, DFAS, NBC	x		NFC, DCPS	Oracle On Demand will support all interfaces required
Purchase card	x	x		Credit Card Processing (FEMA and DAPS)	
Vendor registration	x	x		CCR	CCR is delivered functionality in Oracle's FSIO certified systems
Interagency collections	x	x		IPAC	Delivered functionality in Oracle's FSIO certified systems
U.S. Treasury disbursements	x	x		IFMIS Disbursing Process	Delivered functionality in Oracle's FSIO certified systems
Procurement (requisitions, obligations)	x	x (Momentum)		DSI Automated Acquisition Management System (AAMS) (ProDoc, ProTrac & RegSearch)	Delivered functionality in Oracle's FSIO certified systems
GSA Supply	x	x			
GSA Motor Pool	x	x			
Third Party Pay	x	x			
Investments	x				
Grants	x	x		ASAP, BPVP, COPS, LOCES, PAPRS, SMARTLINK, SF269	
IRS 1099 Data	x	x		Within Systems	Delivered functionality in Oracle's FSIO certified systems
Fixed assets	x	x			Delivered functionality in Oracle's FSIO certified systems: eAM modules for the eBusiness Suite, Asset Lifecycle Management modules in the Enterprise Financial Management Suite
Application Management					

Service Offering	Commercial SSPs				
	BearingPoint	CGI	Deloitte	DSG	Oracle
Application Software Management					
Application software installation (and testing)	x	x	x	x	Oracle On Demand (testing is available but not standard service)
Application software patch installations (and testing)		x	x	x	Oracle On Demand (testing is available but not standard service)
Application software maintenance (upgrades) (and testing)	x	x	x	x	Oracle On Demand
Configuration management	x	x	x	x	
Application Performance Management					
Application performance tuning (and testing)	x	x	x	x	Oracle On Demand (testing is available but not standard service)
Job scheduling within the application	x	x	x	x	Oracle On Demand Configurable Services Offering
Continuity Planning					
Application Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x	x	Oracle On Demand
Application DRP and COOP testing	x	x	x	x	Oracle On Demand
Application Security Administration					
Application security setup	x	x	x	x	Oracle On Demand
Security monitoring of application	x	x	x	x	Oracle On Demand
Application User IDs and password resets	x	x	x	x	Oracle On Demand Configurable Services Offering
Application Software Development					
Change request management	x	x	x	x	Oracle On Demand Configurable Services Offering
Release management	x	x	x	x	Oracle On Demand Configurable Services Offering
Coding and unit testing of software bug fixes	x	x	x	x	Oracle On Demand Configurable Services Offering
Software design of enhancements, extensions and interfaces	x	x	x	x	Oracle Consulting
Software development and unit testing of enhancements, extensions and interfaces	x	x	x	x	Oracle On Demand Configurable Services Offering
Design of canned reports	x	x	x	x	Oracle Consulting
Development and unit testing of canned reports	x	x	x	x	Oracle Consulting
Design of custom reports	x	x	x	x	Oracle Consulting
Development and unit testing of custom reports		x	x	x	Oracle On Demand Configurable Services Offering
Application Data Management					
Records maintenance within the application	x	x	x	x	Oracle On Demand Configurable Services Offering
Records maintenance outside the application (archived)	x	Awaiting info from SSP	x	x	Oracle On Demand Configurable Services Offering
Document imaging system support	x	x	x		Oracle On Demand Configurable Services Offering

Section 5.3b - Menu of Services (by Commercial SSP).xls
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Service Offering	Commercial SSPs				
	BearingPoint	CGI	Deloitte	DSG	Oracle
Business Process Services					
Transaction Processing - Core Financial Management					
General ledger processing	x	x			
Budget execution document processing	x	x			
Funds Management					
Processing spending transactions (commitments, obligations, etc.)	x	x			
Certifying funds availability	x	x			
Payment Management					
Maintaining vendor information	x	x			
Processing accounts payable transactions	x	x			
Processing commercial vendor invoices	x	x			
Recording disbursements	x	x			
Issuing disbursements	x	x			
Receivables Management					
Maintaining customer information	x	x			
Processing accounts receivables transactions	x	x			
Cost management processing		x			
Funds Balance with Treasury management	x	x			
Confirming payments	x	x			
Preparing 224s and/or 1219/1220s	x	x			
Reports processing					
Preparing and analyzing financial statements	x	x	x		
Generating internal management reports (monthly and annual reports)	x	x	x		
Financial Management Services					
Financial Management Analysis					
GL reconciliation	x	x	x		
Analysis to support OMB/congressional inquiries	x	x	x		
Audit support	x	x	x		
Budget Formulation/Preparation					
Budget formulation	x	x			
Establish budget projections	x	x			
Budget preparation and submission	x	x			
SF-132 preparation	x	x			
Initial operating plans (fund/BOC allocations) preparation	x	x			
Budget reviews	x	x			
Continuity Planning of Business Services					
Services Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x	x	Oracle On Demand
Services DRP and COOP testing	x	x	x	x	Oracle On Demand
Systems Implementation Services					
Third-party Implementation/Advisory Services	Awaiting info from SSP	Awaiting info from SSP	Awaiting info from SSP	Awaiting info from SSP	Awaiting info from SSP
Project Management Support					
Program charter	x	x	x	x	Oracle Consulting
Master work plan	x	x	x	x	Oracle Consulting
Project oversight/Steering committee meeting	x	x	x	x	Oracle Consulting
Risk management plan and tracking	x	x	x	x	Oracle Consulting
Change Management plan	x	x	x	x	Oracle Consulting
Status reporting	x	x	x	x	Oracle Consulting
Requirements Analysis					
Detailed business process and functional requirements, including accounting structure, roles and responsibilities, data validation rules, spending controls)	x	x	x	x	Oracle Consulting

Section 5.3b - Menu of Services (by Commercial SSP).xls
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Service Offering	Commercial SSPs				
	BearingPoint	CGI	Deloitte	DSG	Oracle
Technical requirements	x	x	x	x	Oracle Consulting
Security requirements	x	x	x	x	Oracle Consulting
Training requirements	x	x	x	x	Oracle Consulting
Capacity planning requirements	x	x	x	x	Oracle Consulting
Gap Analysis	x	x	x	x	Oracle Consulting
Business Process Management					
Business process re-engineering	x	x	x	x	Oracle Consulting
Application system configuration	x	x	x	x	Oracle Consulting
Systems Migration Management					
Transition planning	x	x	x	x	Oracle Consulting
Pre-conversion data cleanup	x	x	x	x	Oracle Consulting
Data conversion	x	x	x	x	Oracle Consulting
Data archiving (for data not converted)	x	Awaiting info from SSP	x	x	Oracle Consulting
System deployment	x	x	x	x	Oracle Consulting
Testing (including Test Scenario Development)					
System testing	x	x	x	x	Oracle Consulting
Business process testing	x	x	x	x	Oracle Consulting
Regression testing	x	x	x	x	Oracle Consulting
User Acceptance Testing (UAT)	x	x	x	x	Oracle Consulting
Integration/End-to-end testing	x	x	x	x	Oracle Consulting
System Performance testing (Load Testing)	x	x	x	x	Oracle Consulting
Conversion testing	x	x	x	x	Oracle Consulting
Migration dry run testing	x	x	x	x	Oracle Consulting
Internal Verification and Validation (IV&V) audit	x	x	x	x	Oracle Consulting
Certification and Accreditation Testing	x	x	x	x	Oracle Consulting
Training Services					
User training plan	x	x	x	x	Oracle University
System training	x	x	x	x	Oracle University
Financial management internships	x	x	x		
Additional Professional Services					
Travel Services					
TDY Travel System					
Travel system setup and maintenance	Gelco and Carlson Govt. Travel				
Travel system training	x				
Archiving of travel data	x				
Customer travel web page	x				
Customer service call center	x				
Travel Services and Transaction Processing					
Travel FTR/Policy Guidance	x				
Travel charge card administration	x				
Travel contracts (Travel Management Center)	x				
Travel payment	x				
Travel collections	x				
Reconciliation of charges and payment of centrally billed accounts	x				
Travel post-payment auditing	x				
Travel interface transaction-level reconciliation	x				
Travel reports	x				
Relocation Travel Services					
Relocation System hosting and administration	Mlinks				
Relocation Services (counseling, authorization, vouchers, tax witholdings, IRS payments, W-2 and RITA)	x				
Relocation Services Payments including third party	x				
Procurement					
Procurement software supported	PRISM, I-Pro, SAP, Oracle	x (Momentum)			Oracle On Demand

Section 5.3b - Menu of Services (by Commercial SSP).xls
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Service Offering	Commercial SSPs				
	BearingPoint	CGI	Deloitte	DSG	Oracle
Procurement Software Technology Hosting and Administration	x				Oracle On Demand
Procurement Software Application Management	x				Oracle On Demand
Procurement Business Process Services	x				
Procurement (Acquisitions) transaction processing	x	x			
Cost negotiation and contract cost review	x				
Large contract award and administration	x				
Simplified acquisition award and administration	x				
Purchase and fleet card program administration	x				
Procurement Software Implementation Services	x	Awaiting info from SSP			
Fixed Assets					
Fixed assets software supported	Sunflower, MRO, Oracle, SAP, Indus	x (Momentum, Maximo)		iCore Fixed Asset Module	Oracle On Demand
Fixed Assets Software Technology Hosting and Administration	x	Awaiting info from SSP		x	Oracle On Demand
Fixed Assets Software Application Management	x	Awaiting info from SSP		x	Oracle On Demand
Fixed Assets Business Process Services	x			x	
Fixed Assets transaction processing	x	x (Momentum)		x	
Property Management	x	Awaiting info from SSP		x	
Fixed Assets Software Implementation Services	x	Awaiting info from SSP		x	